

## AIM



### **AIM for the best with turnkey solutions for your technological & AV needs**

Our AIM turnkey system gives you a cost-effective solution for all your audiovisual needs. With AIM, we design, source, commission, maintain and account manage all aspects of your audiovisual set up.

AIM stands for our three-step process: **Analysis, Implementation and Maintenance:**

1. **Analysis:** We first perform an integrated needs assessment to determine your organisation's particular needs and efficiency dimensions, along with your preferences when it comes to audio visual equipment
2. **Implementation:** Our skilled and experienced teams ensure that there is seamless implementation of our cutting edge technology solutions. We do this through efficient project management and regular progress communication. We also train your staff so that they can work with the technology, and we do a post-installation inspection to check whether your system needs any improvement or expansion
3. **Maintenance:** Servicing, upgrading and maintaining our AV systems is a top priority, and we do this through a system continuous support. We also carry out process monitoring and upgrade assessments should you grow or expand your business.

With our AIM service, you get stable, reliable and cutting edge technology that is highly customised and managed by us at every step. We pride ourselves on unparalleled service thanks to our team of **dedicated experts** consisting of separate service technicians and installation teams. We also offer **customised service reporting** and **24-hour nationwide service**, which is supported by a call centre, standby technicians and a strong customer service ethos.

We offer various types of service level agreements (SLAs) to suit your needs and your pocket, ranging from labour only non-comprehensive agreements all the way up to our premier platinum service with onsite resources.

***Teljoy*** = **AUDIO VISUAL**

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